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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q58-Q63):

NEW QUESTION # 58

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- A. By making it easier for employees to focus on one role
- B. By focusing on increasing employees' technical experience
- C. By continually adapting roles to evolving organizational requirements
- D. By creating career paths dedicated to single technologies

Answer: C

NEW QUESTION # 59

An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Prioritize incoming queries based on their type and associated urgency
- B. Implement separate service desks for incident and service requests
- C. Increase the number of service desk agents to process the incoming queries faster
- D. Recommend users to submit queries well in advance to ensure timely processing

Answer: A

NEW QUESTION # 60

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- A. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article
- B. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- C. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption
- D. An accurate and complete incident record, enabling subsequent trend analysis of incidents

Answer: C

NEW QUESTION # 61

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- A. Continuous delivery
- B. Continuous deployment
- C. Continual improvement
- D. Continuous integration

Answer: D

NEW QUESTION # 62

What approach can ensure testing happens earlier in the development lifecycle?

- A. Service integration and management
- B. Shift-left
- C. Robotic process automation
- D. Managing work as tickets

Answer: B

NEW QUESTION # 63

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